



Welsh Government
Consultation Document

Consultation – Revisions to the Regulatory
Standards within the *Regulatory Framework for
Housing Associations Registered in Wales*

Date of issue: 22 January 2025
Action required: 07 March 2025

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Overview

This consultation is seeking your views on proposed changes to the Regulatory Standards to ensure they remain fit for purpose following a review of the Regulatory Assessment Model.

How to respond

Responses can be submitted in a number of ways.

Email: HousingRegulation@gov.wales

Post: Housing Regulation Team
Housing Regulation & Strategy
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Please respond to this consultation by 5.00pm on Friday 07 March 2025. When responding, please state whether you are responding as an individual or are representing the views of an organisation.

Further information and related documents

Large print, Braille and alternative language versions of this document are available on request.

Contact details

Housing Regulation Team
Housing Regulation & Strategy
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Email: HousingRegulation@gov.wales

UK General Data Protection Regulation (UK GDPR)

The Welsh Government will be data controller for Welsh Government consultations and for any personal data you provide as part of your response to the consultation.

Welsh Ministers have statutory powers they will rely on to process this personal data which will enable them to make informed decisions about how they exercise their public functions. The lawful basis for processing information in this data collection exercise is our public task; that is, exercising our official authority to undertake the core role and functions of the Welsh Government (Art 6(1)(e)).

Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about or planning future consultations. In the case of joint consultations this may also include other public authorities. Where the Welsh Government undertakes further analysis of consultation responses then this work may be commissioned to be carried out by an accredited third party (e.g. a research organisation or a consultancy company). Any such work will only be undertaken under contract. Welsh Government's standard terms and conditions for such contracts set out strict requirements for the processing and safekeeping of personal data.

In order to show that the consultation was carried out properly, the Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. If you do not want your name or address published, please tell us this in writing when you send your response. We will then redact them before publishing.

You should also be aware of our responsibilities under Freedom of Information legislation and that the Welsh Government may be under a legal obligation to disclose some information.

If your details are published as part of the consultation response then these published reports will be retained indefinitely. Any of your data held otherwise by Welsh Government will be kept for no more than 3 years.

Your rights

Under the data protection legislation, you have the right:

- to be informed of the personal data held about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

Responses to consultations are likely to be made public, on the internet or in a report. If you would prefer your response to remain anonymous, please tell us this in writing when you send your response.

For further details about the information the Welsh Government holds and its use, or if you want to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer:
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ

e-mail:

DataProtectionOfficer@gov.wales

The contact details for the Information Commissioner's Office are:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/>

Background and Context

1. The Regulatory Standards are published in the *Regulatory Framework for Housing Associations Registered in Wales* (the Regulatory Framework). The framework has been in operation since January 2022 and applies to Registered Social Landlords (RSLs) in Wales.
2. Social housing regulation is in a phase of significant development as the housing association sector responds to changes in the post pandemic operating and economic environment which has become more even more challenging recently.
3. The need for increased regulatory oversight and monitoring of governance and financial viability has therefore become even more important as organisations make difficult decisions on investment in current stock, new development and how they will continue to deliver for tenants and communities.
4. The Welsh Ministers are consulting on revisions to the Regulatory Standards which are published in the [Regulatory Framework for Housing Associations Registered in Wales](#). The proposed revisions arise from a review of the regulatory model used by the regulation team to assess regulatory compliance with the standards.
5. The proposed revisions to the regulatory standards are intended to ensure they continue to be fit for purpose, providing greater clarity and removing some duplication as well streamlining both the demonstration and assessment of compliance.
6. As part of the review process and the development of these proposed revisions we have engaged with tenants and other key stakeholders via workshops. The proposed revised standards have also been considered in draft by the Regulatory Advisory Group and we are now seeking to consult formally on them to finalise the standards.

Revised Regulatory Standards

7. The Regulatory Standards are the standards which RSLs are required to comply with. In reaching a regulatory judgement, the regulator will assess the extent to which the RSL can demonstrate the standards are met.
8. The existing and the proposed revised Regulatory Standards are set out in the table below. It is intended that any associated guidance will be provided separately.

Existing and amended draft Regulatory Standards

REF	EXISTING REGULATORY STANDARDS	REF	AMENDED REGULATORY STANDARDS
RS1	The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives	RS1	The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives
a)	Has a strategy which reflects its vision, culture and values and sets out how the organisation will achieve its core purpose as a social landlord	a)	Has a strategy which reflects its vision, culture and values and sets out how the organisation will achieve its core purpose as a social landlord
b)	Complies with its own governing documents and meets the requirements of an appropriate Code of Governance	b)	Complies with its own governing documents and meets the requirements of an appropriate Code of Governance
c)	Sets and delivers measurable, evidence-based commitments across all areas of its business in relation to equality, diversity, and inclusion (including anti-racism and tackling hate crime) reflecting the diversity of the communities it works in and with	c)	Sets and delivers measurable, evidence-based commitments across all areas of its business in relation to equality, diversity, and inclusion (including anti-racism and tackling hate crime)
d)	Has a diverse Board, reflecting the communities the RSL works in and with, and has the skills and knowledge required to be effective	d)	Has a diverse Board, reflecting the communities the RSL works in and with, and has the skills and knowledge required to be effective
e)	Makes logical decisions based on clear, good quality information which includes assessment of risk and, where appropriate, the views of tenants	e)	Makes logical decisions based on clear, good quality information which includes assessment of risk and seeks assurance on the quality of data underpinning Board reporting
f)	Enables and supports tenants to influence strategic decision making	f)	Can demonstrate the difference tenant involvement and feedback makes to strategic decision-making

g)	Complies with all relevant legislation, regulatory requirements and statutory guidance and communicates in a timely manner with the regulator, including on material issues that relate to actual or potential non-compliance	g)	Complies with all relevant legislation, regulatory requirements and statutory guidance and communicates in a timely manner with the regulator, including on material issues that relate to actual or potential non-compliance
RS2	Robust risk management and assurance arrangements are in place	RS2	Robust risk management and assurance arrangements are in place
a)	Has an effective framework for risk management, internal controls and assurance that enables it to successfully identify and manage existing and emerging risks which threaten delivery of its strategy or compliance with legislative or regulatory requirements	a)	Has an effective framework for risk management, internal controls and assurance that enables the identification and management of existing and emerging risks which may threaten delivery of its strategy or compliance with legislative or regulatory requirements and ensures that social housing assets are not put at undue risk. This includes understanding and managing the risks posed by subsidiaries
b)	Does not put social housing assets or tenants at undue risk	b)	Maintains accessible and up-to-date business continuity, disaster recovery and cyber security plans
c)	Maintains accessible and up-to-date business continuity, contingency and disaster recovery plans		
RS3	High quality services are delivered to tenants	RS3	High quality services are delivered
a)	Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety matters	a)	Delivers, and maintains strong tenant satisfaction with, high quality services including: <ul style="list-style-type: none"> • Provision of effective repairs, maintenance and adaptations service • Support to maintain tenancies • Personal safety, including response to ASB, domestic abuse and hate crime • Allocation of homes to meet housing need including homelessness

b)	Delivers services which meet the diverse needs of tenants	b)	Ensures that services are fair and deliver equitable outcomes for tenants in response to their individual needs
c)	Achieves and maintains high levels of tenant satisfaction with services	c)	Makes landlord performance information available to tenants which is sufficient to enable scrutiny and challenge
d)	Makes landlord performance information available to tenants		
RS4	Tenants are empowered and supported to influence the design and delivery of services	RS4	The organisation's culture supports and empowers tenants to influence the design and delivery of services
a)	Creates a culture which values and promotes tenant involvement	a)	Has an effective framework for tenant involvement that is well publicised, provides a range opportunities for tenants to be involved and can demonstrate that tenants are satisfied with the framework.
b)	Enables tenants to understand the organisation's approach to tenant involvement, how they can get involved and how the organisation will listen to and act on tenants' feedback and learns from complaints.	b)	Can demonstrate the difference tenant involvement is making to the design and delivery of services including listening and acting on tenants' feedback and the lessons learnt from complaints.
c)	Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making	c)	Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, including the response of the RSL to any significant service failure
d)	Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance		

RS5	Rents and service charges are affordable for current and future tenants	RS5	Rents and service charges are affordable for current and future tenants
a)	Ensures all applicable rules and statutory guidance (including the current rent agreement) are complied with	a)	Ensures all applicable rules, statutory guidance and any supplementary sector agreements are fully complied with
RS6	The organisation has a strategic approach to value for money which informs all its plans and activities	RS6	The organisation has a strategic approach to value for money which informs all its plans and activities
a)	Determines its strategic approach to value for money, ensuring the approach relates to its social purpose, and makes strategic and operational decisions in line with it	a)	Determines its strategic approach to value for money and can demonstrate that it achieves value for money in delivering its strategy and services to stakeholders, including tenants
b)	Can demonstrate to stakeholders, including tenants, that it achieves value for money in delivering its strategy and services		
RS7	Financial planning and management is robust and effective	RS7	Financial planning and management is robust and effective
a)	Sets financial plans which enable it to deliver its strategy and achieve its social purpose, and there is appropriate reporting to the Board against these plans	a)	Sets financial plans which enable it to deliver its strategy and achieve its social purpose, and there is appropriate reporting to the Board against these plans
b)	Is financially viable in the short, medium, and longer-term, and maintains sufficient funding and liquidity to support this	b)	Is financially viable in the short, medium, and longer-term, and maintains sufficient funding and liquidity to support this
c)	Monitors, reports on, and complies with all covenants it has agreed with funders	c)	Monitors, reports on, and complies with all covenants it has agreed with funders
d)	Identifies and effectively manages risks to the delivery of financial plans including appropriate stress testing, scenario planning and use of internal thresholds	d)	Identifies and effectively manages risks to the delivery of financial plans including appropriate stress testing, scenario planning, mitigation planning and use of internal thresholds
e)	Has an effective treasury management strategy and associated processes	e)	Has an effective treasury management strategy and associated processes

RS8	Assets and liabilities are well managed	RS8	Assets and liabilities are well managed
a)	Has an accurate and up to date understanding of its assets and liabilities	a)	Has an accurate and up to date register of its assets and liabilities and uses this to inform strategic and financial decisions
b)	Maximises the use of assets to achieve its social purpose and the objectives of the organisation	b)	Maximises the use of assets to achieve its social purpose and the objectives of the organisation, including understanding the performance of social and financial assets.
c)	Uses accurate information about assets and liabilities to inform strategic and financial decisions		
RS9	The organisation provides high quality accommodation	RS9	The organisation provides safe, high-quality accommodation
a)	Ensures publicly funded homes meet all applicable standards, rules and statutory guidance issued in connection with quality of accommodation, including the current Welsh Housing Quality Standard	a)	Ensures publicly funded homes meet all applicable law, standards, rules and statutory guidance issued in connection with quality and safety of accommodation and the current Welsh Housing Quality Standard. This should include: <ul style="list-style-type: none"> • Maintaining complete and accurate stock condition data • Setting investment plans in response to environmental sustainability targets
		b)	Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on all landlord health and safety requirements

Q1. Do you agree the revisions to the Regulatory Standards improve clarity?	Please Tick	
	Yes	No
Please include here any comments you may have to explain your answer and also any other comments you may have about the standards:		

Q2. Do you agree the amended Regulatory Standards remove duplication present in the existing Regulatory Standards?	Please Tick	
	Yes	No
Please include here any comments you may have to explain your answer:		

Q3. Do you have any other comments you would like to make in respect of the revised Regulatory Standards?	

Consultation Response Form

Consultation Response Form

Your name:

Organisation (if applicable):

Are you a landlord?

Are you a tenant?

Other?

email / telephone number:

Your address:

Responses to consultations may be made public, on the internet or in a report. If you would prefer your response to remain anonymous, please place a tick in the box